

Appendix A: Host error messages

Terminal Resource Server (TRS) Messages

ERR: Unable to reset application environment

Meaning: TRS was unable to reset the 3270 system.

Action to take: Stop IVR 2.0/I. Make sure the 3270 board has been downloaded correctly. The download command should be included in the .profile file.

ERR: Unable to load configuration file

Meaning: TRS was unable to load the configuration file trs.conf.

Action to take: Syntax error in trs.conf under 3270 directory, revise it.

ERR: Failed to startup VT100 Server

Meaning: TRS was unable to reset the vt100 system.

Action to take: Check the existence of the file ../vt100/vt100.ctl. Make sure its format is correct. Look at ../vt100/vt100.log to make sure that the communication ports have been opened successfully. Also make sure the communication device is properly defined.

ERR: VT100 Server startup

Meaning: VT100 Server has been started up.

Action to take: None. Notification only.

ERR: Create_3270_objects

Meaning: TRS was unable to create or initialize the session, board or process data structure.

Action to take: Contact your Nortel service representative.

ERR: Create_screen_templates

Meaning: TRS was unable to open a screen template file or found a syntax error in the screen template files.

Action to take: Check the screen template files. Make sure they are syntax error free, readable text files.

ERR: Create_action_templates

Meaning: TRS was unable to open an action template file or found a syntax error in the action template files.

Action to take: Check the correctness of action template files. Make sure there are no syntax errors and that they are readable text files.

ERR: Order_templates

Meaning: The screen templates referenced in the action templates were not found.

Action to take: Create the appropriate screen templates.

ERR: Load_runtime_config

Meaning: TRS was unable to load the configuration file trs.conf.

Action to take: Syntax error in trs.conf, revise it.

ERR: Check_action_template

Meaning: TRS was unable to find the reset or logout action templates defined in the header of an action template.

Action to take: Check and create the appropriate action templates.

ERR: All communication boards are not operational

Meaning: None of the communication boards is operational.

Action to take: Make sure the communication board has been downloaded correctly. The download command should be included in the .profile file.

ERR: All available sessions are non-operational

Meaning: None of the sessions is operational.

Action to take: Make sure the communication board has been downloaded correctly. The download command should be included in .profile file.

ERR: xx Sessions are Operational

Meaning: TRS found that xx sessions are operational.

Action to take: Check to see if the number matches the defined number of sessions in the trs.conf file.

ERR: BD xx SS xx Failure to create process object

Meaning: TRS was unable to allocate memory for the process structure for board xx session xx.

Action to take: Contact your Nortel service representative.

ERR: Unable to create Board Object Instance

Meaning: TRS was unable to allocate memory for the board object structure.

Action to take: Contact your Nortel service representative.

ERR: Unable to create Session Object Instance

Meaning: TRS was unable to allocate memory for the session object structure.

Action to take: Contact your Nortel service representative.

ERR: Unable to create Process Object Instance

Meaning: TRS was unable to allocate memory for the project object structure.

Action to take: Contact your Nortel service representative.

ERR: Unable to create Application Object

Meaning: TRS was unable to allocate memory for the application object structure.

Action to take: Contact your Nortel service representative.

ERR: xx is not a keyword

Meaning: The screen template contains an invalid keyword.

Action to take: Revise the screen template. Make sure the KEYWORD (&LOGIN_ID, &PASSWORD, &LU_BUF1 and &LU_BUF2) are spelled correctly.

ERR: BD xx SS xxx ERR: start host notify

Meaning: TRS was unable to communicate with host on Board xx session xxx.

Action to take: Contact your Nortel service representative.

ERR: CH=xx ERR::Request does not contain action name

Meaning: The action template name passed by IVR 2.0/I is a zero-length string.

Action to take: Check the COMI or USER cell used to start an transaction to make sure it contains an action template name.

ERR: CH= xx ERR::Invalid action name xxx

Meaning: The action template name xxx in the USER or COMI cell was not found under the 3270 directory.

Action to take: Check or create action template file.

ERR: CH=xx ERR::Action xxx not defined in any appl

Meaning: The action template xxx did not define an application name.

Action to take: Revise the action template to add the application name in the appropriate field.

ERR: CH=xx ERR::Appl name xxx not defined in trs.conf

Meaning: The application name defined in the action template did not match any application name defined in the trs.conf file.

Action to take: Revise the trs.conf or the action template to make sure the application name matches.

ERR: CH=xx BD xxx SS xxxx: Session not working-manual mode

Meaning: This particular session is not working. TRS was unable to attach this session.

Action to take: Contact your Nortel service representative.

ERR: CH=xx ERR::Parse: Incorrect Action [xxx]

Meaning: Action template xxx was not found under the 3270 directory.

Action to take: Create an action template which matches the action template name in the COMI or USER cell.

ERR: CH=xx Read_input:ERR: Create_timer_instance

Meaning: TRS was unable to allocate memory for timer structure.

Action to take: Contact your Nortel service representative.

ERR: CH=xx BD xxx SS xxx Read_input:ERR: copy PS

Meaning: TRS was unable to copy the presentation space.

Action to take: TRS will try again. If this message continues to appear, contact your Nortel service representative.

ERR: CH=xx BD xxx SS xxxx Read_input:ERR: Query cursor

Meaning: TRS was unable to locate the cursor in the presentation space.

Action to take: Check the communication system and make sure the host connection exists.

ERR: CH=xx Read_Update:ERR: Create_timer_instance

Meaning: TRS was unable to allocate memory for timer structure.

Action to take: Contact your Nortel service representative.

ERR: CH=xx BD xxx SS xxxx Read_updated:ERR: Query PS CODE= xxxxx

Meaning: The presentation space was not updated as expected.

Action to take: Check the communication system and make sure it works properly.

ERR: Send Aid key failed

Meaning: TRS did not succeed in sending the aid key to the host.

Action to take: Make sure that the host connection exists.

ERR: CH=xx Process:ERR: Syntax error for variable operation

Meaning: Syntax error in internal variable operation.

Action to take: Check the screen templates which use the internal variable operation.

ERR: CH=xx Process:ERR: write to screen

Meaning: TRS was unable to copy a string to the presentation screen.

Action to take: Check if the field is write protected.

ERR: msg_wait_start

Meaning: Error message was received while TRS was waiting for other processes to initialize.

Action to take: Contact your Nortel service representative.

ERR: Initialize 3270 Controller software

Meaning: 3270 initialization failure.

Action to take: Check the communication system to make sure it works properly.

ERR: Failure to connect at TRS Server

Meaning: TRS envoy was unable to connect the TRS server.

Action to take: Make sure that the TRS in server mode is running on a node on the network and that this node is specified in the trs.node file. Also, check to see if the /etc/hosts file contains the node information and check that the socket number is contained in the /etc/services file. If the TRS is running in a server mode, make sure that the communication board is downloaded properly.

ERR: 3270 Server Process Startup

Meaning: 3270 server process has been started up.

Action to take: None. Notification only.

ERR: 3270 Envoy Process Startup

Meaning: 3270 envoy has been started up.

Action to take: None. Notification only.

ERR: Process Startup

Meaning: The TRS process with no 3270 communication capability has been started up. This TRS process cannot run applications which access a remote host via COMI, COMO, COMA or USER cells.

Action to take: None. Notification only.

ERR: Received a service abort from the TRS Server

Meaning: TRS envoy process receives a message indicating that TRS server is exiting.

Action to take: If the TRS running in server mode was brought down, this is a normal message.

ERR: Received a Service Free Message

Meaning: IVR 2.0/I stopped.

Action to take: None. Normal shutdown notification.

ERR: Accept a connection to client

Meaning: TRS server was unable to accept the TRS envoy's request for connection.

Action to take: Check the network integrity before consulting a Nortel service representative.

ERR: A flush command was sent prior to any request

Meaning: The flush command was sent before a transaction request was made.

Action to take: A COMI cell was missing in the application or the USER cell did not use function code 2 or 1 to initialize the request. Revise the application.

ERR: CH=xx illegal Command xxx

Meaning: TRS received an illegal command from another process.

Action to take: Contact your Nortel service representative.

ERR: Server Node file trs.node does not exist

Meaning: trs.node file was missing from the envoy process node.

Action to take: This error message happens in two cases. In the envoy-server case, a TRS envoy cannot communicate with a TRS server running on another node because the trs.node file does not exist in the 3270 directory and the file does not contain the node name where the TRS server is running. In the other case, the TRS is running in a server mode and the communication board is not downloaded correctly. The TRS assumes that it is running in envoy mode and then complains that the trs.node file does not exist. In this case, make sure the communication board is downloaded correctly.

ERR: The server node name is the same as envoy node name

Meaning: The server node defined in trs.node file is the same as the node name on which the TRS envoy is running.

Action to take: Revise the trs.node file so that it contains the proper remote TRS server node.

ERR: NET_TO_ENVOY: ERR: Reply Code =xx from SERVER

Meaning: The TRS envoy received an error message from the TRS server.

Action to take: Contact your Nortel service representative.

ERR: Invalid Aid key specified use the Enter Key

Meaning: The Aid key specified in the screen template is not valid. The system will use the ENTER key as the Aid key in this case.

Action to take: Define a valid aid key.

ERR: Send_with_aid: Connect to session xx failed

Meaning: TRS failed to connect to session xx before sending the aid key.

Action to take: Check the communication system to make sure it works properly.

ERR: Send_with_aid: failed with return code of xx

Meaning: TRS failed to send the aid key.

Action to take: Check the communication system to make sure it works properly.

ERR: Write_to_screen: Connect request to session xx failed

Meaning: TRS failed to connect to session xx before it wrote to the presentation space.

Action to take: Contact your Nortel service representative.

ERR: Write_to_screen: Writing of input xx failed

Meaning: TRS failed to write to the presentation space.

Action to take: Check if an attempt was made to write to a protected field.

ERR: No Match Found for field id xx

Meaning: The field identification xx defined in the screen template could not be found in the presentation space.

Action to take: Revise the screen template so that it contains the valid field descriptor.

ERR: Session index xx not defined in appl

Meaning: The session index xx is out of the range of sessions defined for this application.

Action to take: Contact your Nortel service representative.

ERR: Ping request memory allocation failed

Meaning: TRS was unable to allocate memory for the ping request structure.

Action to take: Contact your Nortel service representative.

ERR: Create_queue_object: Attempt to create Queue class instance failed

Meaning: TRS was unable to allocate memory for the QUEUE_CLASS structure.

Action to take: Contact your Nortel service representative.

ERR: A request for this channel is already being processed

Meaning: The last COMO cell did not retrieve all the output buffers from TRS.

Action to take: Place a COMA cell in the clean up handler section of the application to ensure that all output buffers will be flushed when the caller hangs up in the middle of a transaction. Furthermore, there should always be a COMO cell(s) after COMI cell(s) even though no output from the host is expected. The COMO cell(s) will retrieve a status indicating whether the transaction has been successful or not.

ERR: Create_transaction_instance: Unable to create Transaction Object Instance

Meaning: TRS was unable to allocate memory for the transaction structure

Action to take: Contact your Nortel service representative.

ERR: Create_timer_instance: Unable to create Timer Object Instance

Meaning: TRS was unable to allocate memory for the timer structure.

Action to take: Contact your Nortel service representative.

ERR: Create_client_instance: Unable to create Client Object Instance - Exiting

Meaning: TRS was unable to allocate memory for the client object structure.

Action to take: Contact your Nortel service representative.

ERR: Create_request_instance: Create_request malloc failed for queuing

Meaning: TRS was unable to allocate memory for the request structure.

Action to take: Contact your Nortel service representative.

ERR: Create_idle_timer: Idle timer memory allocation failed

Meaning: TRS was unable to allocate memory for the idle timer structure.

Action to take: Contact your Nortel service representative.

ERR: Configuration file trs.conf not found

Meaning: Configuration file trs.conf was either not found or not readable.

Action to take: Create or change the permissions of trs.conf under 3270 directory.

ERR: No Application field in trs.conf

Meaning: Application name is not defined in trs.conf.

Action to take: Revise trs.conf so that it contains the application name before the ':'

ERR: An invalid entry in the trs.conf

Meaning: An illegal symbol occurred in the trs.conf file.

Action to take: Check syntax of the trs.conf file.

ERR: Init action missing,put - if not available

Meaning: Initial action template is missing from the trs.conf file.

Action to take: Add the initial action template in the trs.conf file or put '-' if not available.

ERR: Ping action missing,put - if not available

Meaning: Heartbeat action template was missing from the trs.conf file.

Action to take: Add a heartbeat action template in the trs.conf file or put '-' in this field if not available.

ERR: Protocol missing, specify 3270 or VT100

Meaning: The protocol type was missing from the trs.conf protocol field.

Action to take: Make sure that '3270' or 'vt100' is specified in the protocol field.

ERR: Incorrect syntax for ping action

Meaning: The heartbeat action template was specified incorrectly in the trs.conf file.

Action to take: Revise the trs.conf file so that the heartbeat field has the correct syntax.

ERR: Invalid Protocol xxx, protocol

Meaning: xxx is an invalid protocol.

Action to take: Revise the trs.conf file so that the protocol is either '3270' or 'vt100'.

ERR: Invalid entry non-numeric

Meaning: A non-numeric symbol occurred in the board number or session number field of the trs.conf file.

Action to take: Check the syntax of the trs.conf file.

ERR: A board # was not specified in the trs.conf

Meaning: The board number was missing from the board field of the trs.conf file.

Action to take: Check the syntax of the trs.conf file.

ERR: Possibly exceeded number of allowable boards

Meaning: The number of total boards defined in the trs.conf file exceeds the total number of boards the system allowed.

Action to take: Revise the trs.conf file and make sure the total board number does not exceed the maximum allowed which is 4.

ERR: First LU cannot be less than xx.

Meaning: The first session defined in the trs.conf file was less than allowed as specified by xx.

Action to take: Revise the session field of the trs.conf file.

ERR: Last LU cannot be greater than xx

Meaning: The last session defined in trs.conf was greater than allowed as specified by xx.

Action to take: Revise the session field of trs.conf file.

ERR: An Invalid Board# xx is specified

Meaning: The board number xx specified in trs.conf file was outside the valid range.

Action to take: Revise the board field of trs.conf file.

ERR: Couldn't create appl object

Meaning: TRS was unable to allocate memory for the application instance structure.

Action to take: Consult Nortel service representative.

ERR: read data from map file ../3270/map.dat

Meaning: Invalid data in the map.dat file.

Action to take: Revise the map.dat file

ERR: Invalid Channel specified in ../3270/map.dat

Meaning: The map.dat file contains an invalid channel number.

Action to take: Check the map.dat file.

ERR: Invalid Session Number xx specified in ../3270/map.dat

Meaning: The map.dat file contains invalid session number xx.

Action to take: Revise the map.dat file and make sure that the channels and sessions are numeric.

ERR: in map.dat:Session xx not defined in trs.conf

Meaning: The session number xx defined in the map.dat file was not defined in the trs.conf file.

Action to take: Revise the map.dat file or the trs.conf file and make sure that the session number matches.

ERR: read data from file ../3270/lubuf.dat

Meaning: Syntax error in lubuf.dat file.

Action to take: Revise lubuf.dat file.

ERR: Invalid Board number xx specified in ../3270/lubuf.dat

Meaning: lubuf.dat file defined an invalid board number xx.

Action to take: Revise lubuf.dat file.

ERR: Invalid Session Number xx specified in ../3270/lubuf.dat

Meaning: The lubuf.dat file contains an invalid session number.

Action to take: Check the lubuf.dat file.

ERR: In ../3270/lubuf.dat:BD xx SS xxx not defined in trs.conf

Meaning: lubuf.dat contained board number xx session number xxx which is not defined in the trs.conf file.

Action to take: Revise the trs.conf file or the lubuf.dat file to make sure that the board and session numbers match.

ERR: In ../3270/lubuf.dat:login_id xx exceeds xxx characters

Meaning: There are too many characters in the login ID defined in the lubuf.dat file.

Action to take: Revise the lubuf.dat file so that the length of the login ID will not exceed xxx.

ERR: In ../3270/buf.dat:password xx exceeds xxx characters

Meaning: There are too many character in the password defined in the lubuf.dat file.

Action to take: Revise the password in lubuf.dat file so that the length of the password does not exceed xxx.

ERR: In ../3270/lubuf.dat:lu_buf1 exceeds xx characters

Meaning: There are too many characters in the lu_buf1 field defined in the lubuf.dat file.

Action to take: Revise the lu_buf1 field in the lubuf.dat file so that the length does not exceed xx.

ERR: In ../3270/lubuf.dat:lu_buf2 exceeds xx characters

Meaning: There are too many characters in the lu_buf2 field defined in the lubuf.dat file.

Action to take: Revise the lu_buf2 field in the lubuf.dat file so that the length does not exceed xx.

ERR: Unable to open screen file xx

Meaning: TRS was unable to open the screen file xx.

Action to take: Screen file was missing or unreadable. Create one or change the permissions to make it readable.

ERR: Memory allocation failure for Screen entry

Meaning: TRS was unable to allocate memory for the screen template structure.

Action to take: Contact your Nortel service representative.

ERR: No header data for Screen file xx

Meaning: Header data was missing from the screen template file xx.

Action to take: Add header data to the screen template file xx.

ERR: Screen name xx exceeds xxx characters

Meaning: There are too many characters in the screen template file name xx.

Action to take: Change xx so that it does not exceed xxx characters.

ERR: Screen name xx must match the file name without .scn

Meaning: Invalid screen name defined in the screen template file.

Action to take: Revise the screen template file and make sure the screen name is the screen template file name without .scn.

ERR: Validate tag xx of screen xxx exceeds xxx characters.

Meaning: There are too many characters in the validation tag field defined in the screen template file.

Action to take: Revise the validation tag in the screen template so that it does not exceed xxx characters.

ERR: Unable to get offset value from file xx

Meaning: Syntax error in row/column field defined in the screen template file.

Action to take: Revise the screen template file and make sure there is a comma between row and column.

ERR: Parse string xx of screen xxx

Meaning: Syntax error in screen template file.

Action to take: Check the syntax of the screen template file.

ERR: Field id xx exceeds xxx characters

Meaning: There are too many characters in the field ID name defined in the screen template file.

Action to take: Correct the field name in the screen template file so that it does not exceed xxx characters.

ERR: I/O descriptor xx of screen xxx exceeds xxxx characters

Meaning: There are too many characters in the I/O field of the screen template.

Action to take: Correct the I/O field of the screen template so that it does not exceed xxxx characters.

ERR: The screen templates exceed xx

Meaning: There are too many screen templates in this application.

Action to take: Revise the application to keep the screen templates within the limit specified by xx.

ERR: Open action file xx failed

Meaning: TRS failed to open the action file xx.

Action to take: Create or change permissions of the action template file to readable.

ERR: Memory allocation failure for ACTION entry

Meaning: TRS was unable to allocate memory for the action structure.

Action to take: Contact your Nortel service representative.

ERR: Read head data from action file xx

Meaning: Syntax error in the header section of the action template file.

Action to take: Check the syntax of the header section of the action template file.

ERR: Read screen name from action file xx

Meaning: The screen name was missing from the action template file xx.

Action to take: Add appropriate screen names under the header section of the action template file.

ERR: Action xx exceeds max screen entries xxx

Meaning: There are too many screens defined in the action template file xx.

Action to take: Revise the action template file to keep the total number of screens within the limit specified by xxx.

ERR: Screen xx of Action xxx not found

Meaning: Screen xx defined in the action template xxx was not found under the 3270 directory.

Action to take: Create the appropriate screen template file.

ERR: reset action xx of the action xxx not found

Meaning: The reset action template xx defined in the action template xxx was not found under the 3270 directory.

Action to take: Create the appropriate reset template file.

ERR: logout action xx of the action xxx not found

Meaning: Logout action xx defined in the action template xxx was not found under the 3270 directory.

Action to take: Create the appropriate logout template file.

ERR: Unable to find ACTION xx

Meaning: Action template file xx was missing from the 3270 directory.

Action to take: Create the appropriate action template file.

ERR: Unable to open Information Logger

Meaning: TRS was unable to open trs.log file.

Action to take: Check the permissions of the trs.log file.

ERR: Buffer size is greater than xx

Meaning: The entry exceeds the maximum buffer size xx.

Action to take: Contact your Nortel service representative.

ERR: No row/column delimiter for screen template

Meaning: Syntax error in row/column field defined in the screen template file.

Action to take: Revise the screen template file and make sure there is a comma between the row and column so that the format is 'row, col'.

ERR: Set_timer: Error setting interval timer struct

Meaning: TRS got an operating system error when it was trying to set a timer.

Action to take: Contact your Nortel service representative.